

WIA CUSTOMIZED TRAINING PROCEDURES

INTRODUCTION

Arizona's Customized Training Program is a job-specific reimbursable contract program supporting the delivery of customized training to meet specific training needs of an employer or group of employers. The training is conducted with a commitment by the employer(s) to employ, or in the case of those who are currently employed, to continue to employ participants after successful completion of the training program. The customized training relates to introduction of new technology, introduction of new production or service procedures, or upgrading to new jobs that require additional skills, workplace literacy or other appropriate purposes identified by the LWIA.

Once a Local Workforce Investment Area (LWIA) awards funds, a business has up to one year to complete the approved training program. Applications will be taken on a first-come, first-served basis. Grant funds will be awarded based on the local availability of Workforce Investment Act (WIA) funds at the time of the application. Due to WIA's accrual of expended funds, LWIAs and their business partners are encouraged to conduct and complete training as soon as feasible.

BUSINESS ELIGIBILITY

All businesses must be located and conducting business within the State of Arizona.

Each business agrees to:

- Complete an application and enter into a contract with the LWIA who is funding the training program;
- Adhere to applicable WIA administrative requirements;
- Provide a Training Development Plan that identifies the training need and competencies that will be achieved for each individual selected to receive the training;
- Provide copies of a 'Certificate of Completion' to the LWIA, for each individual who successfully completes the prescribed training program. Such certificates shall contain the individual's name and list the class/course completed through training. Note: These employer-issued certificates are integral to the LWIA's federal reporting requirements;
- Employ, or in the case of incumbent workers, continue to employ, an individual upon successful completion of training;
- Be available for LWIA program monitoring on a scheduled basis;
- Provide post-training reports (including information on the retention and/or promotions of trainees, and the impact training made on the business, etc.) quarterly for one (1) year after the completion of the training.

WORKER ELIGIBILITY

Training shall be provided to new and current employees hired into permanent status positions. Seasonal, temporary or intermittent staff shall not be trained through this program.

Each worker must:

- Be eligible to work in the United States; if the worker is not a U.S. citizen, they must show current work permit documentation. Documentation must show that the individual will still be eligible to work in the U.S. upon completion of the training and during the required post training reporting period;
- Be registered with Selective Service, if applicable;

WORKER ELIGIBILITY (*continued*)

- Meet applicable WIA eligibility requirements, including documentation that the individual's income is below the self-sufficiency income threshold (LLSIL%), determined by the LWIA, based on his/her family size;
- Agree to successfully participate in and complete the training program;
- Will not exceed the total training funding approved for each individual; and,
- Have received at least one core and one intensive service.

TRAINING PROVISIONS

Customized training relates to:

- Introduction of new technologies;
- Introduction of new production or service procedures;
- Upgrade to new position that requires additional technical skills;
- Training that results in improved self-sufficiency of participants;
- Training results in transferable skills within the industry in which the worker is currently employed, and/or other growing industries within the LWIA;
- Determine whether the training is for an occupation with a high potential for sustained demand or growth in the local workforce development area (workforce area), as determined by the Board and allowed by WIA §134(d)(4)(G)(iii), and
- Afford each participant the opportunity to become self-sufficient.

Training that is **not** authorized under the Customized Training Program due to the availability of training elsewhere is:

- New employee orientation;
- Soft skills training which includes, but is not limited to:
 - Job Search Skills;
 - Resume Writing and Interviewing Techniques;
 - Adult Basic Education (e.g. GED preparation; or Remedial Courses in Reading, Mathematics, or Language Arts);
- English for Speakers of Other Languages;
- Training that relates to human resources functions such as diversity, sexual harassment and employment terminations;
- Proprietary training specific to a company, unless skills are determined to be transferable to other businesses or industries. This ensures that an individual acquires the skills necessary for the individual to obtain employment in an occupation rather than a particular job at a specific site.

Customized Employed Worker Training must not:

- Displace any currently employed workers (including a partial displacement such as a reduction in non-overtime work, wage, or employment benefits);
- Impair an existing contract for services or collective bargaining agreement;
- Procure, contract for, or incur costs to be paid from WIA program funds prior to the start date, as determined by the date that all parties sign the contract;
- Provided to any company that has relocated within the previous 120 days of its application, if the relocation has resulted in any employee losing his or her job at the original location. (20 CFR Section 667.268).

CONTRACT PROVISIONS

Customized training may be developed for an employer who is hiring new employees as well as current employees. The assessment of the trainee, the needs of the employer, and the skills to be learned through classroom training should all be taken into account when developing the contract. The goal should be to prepare an individual for long-term, unsubsidized employment, based on new or upgraded skills learned through training.

The LWIA may set financial limitations for the business customer and/or individual trainees. Total cost of the proposed training should include how the cost was developed and will be maintained; total WIA funds requested; and total employer contribution (describe in detail). At no time may payment to a business exceed the total amount identified in the contract.

If it has been determined by the LWIA that the training will provide transferable skills and is in accordance with the trainees' Individual Employment Plan (IEP), a business may elect to use its certified company trainer or a training provider to conduct training. If so, the program shall not be charged more than the applicable percentage listed above of the company trainer's base salary for the provision of training.

The LWIA may, at its discretion, utilize in-kind contributions from participating businesses. If so, a local procedure and process shall be in place and back-up documentation available for State of Arizona and Department of Labor monitoring to include accurate records of the training implementation process, trainees' attendance, and trainees' performance.

Upon completion of the training, the business shall provide the LWIA with an invoice and appropriate documentation to substantiate the training costs. The LWIA will reimburse the business the appropriate percentage as identified in the training contract.

LWIA RESPONSIBILITIES

- Identify a point of contact in the LWIA who will assist the business customer with questions and concerns, and provide overall support for the contract;
- Conduct WIA eligibility for intensive services, including the determination that individual workers wishing to participate in the training program are not over the LWIA identified self-sufficiency level;
- Evaluate and assess (may include industry or business specific assessment tools) each individual to determine if the worker is in need of training to retain employment leading to self-sufficiency. Assessment allows for determining the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan.
- Develop an Individual Employment Plan, incorporating the employer's Training Development Plan and identifying any other barriers or services needed;
- Conduct monitoring during the training period and upon completion of the training contract;
- Develop policies for funding limitations;
- Develop policies and procedures for in-kind contributions upon LWIB approval (i.e., costs of training space or facilities at an employer's place of business used during training);
- Develop an application process that identifies how the training program will benefit individual workers (i.e., promotion, increased wage, career ladder, attainment of self-sufficiency, layoff aversion) participating in training;
- Include reviewing participant progress and a determination if supportive services are needed;

LWIA RESPONSIBILITIES *(continued)*

- Monitoring the work site upon placement of the participant after completion of training to document whether the participant is working in the agreed position, at the agreed salary, and utilizing the skills obtained through the customized training;
- Include a provision in the contract with the employer for contract termination due to lack of funds or lack of participant training attendance;
- Include a provision in the contract with the employer permitting LWIA, state and federal staff to review the training records;
- After the completion of the training each participant's file should include a description of the benefit received by taking part in this training (i.e., layoff aversion, promotion, increased wage, increased or transferable skills, attainment of family self-sufficiency, etc.).